

## **PERSONAL DATA PRIVACY**

### **TANCO GROUP OF COMPANIES PRIVACY STATEMENT**

This Privacy Statement sets out how Tanco Holdings Berhad (Registration No. 195801000190 (3326-K)) and its related and subsidiary companies, including but not limited to:

Palm Springs Development Sdn. Bhd. (Registration No. 198101006044 (72160-X))  
Splash Park Sdn. Bhd. (Registration No. 199501015092 (344293-D))  
Tanco Properties Sdn. Bhd. (Registration No. 198101009779 (75902-X))  
Gplex Properties Sdn. Bhd. (Registration No. 201701002990 (1217140M))  
Bizcredit Sdn. Bhd. (Registration No. 199501024699 (353904-P))  
Tanco Builders Sdn. Bhd. (Registration No. 199701030685 (446184-X))  
Tanco Supplies Sdn. Bhd. (Registration No. 199301029944 (284683-H))  
Tanco Designs Sdn. Bhd. (Registration No. 199101011771 (222083-P))  
Midports Holdings Sdn. Bhd. (Registration No.: 202301040705 (1534624-A))  
Herbitec (M) Sdn. Bhd (Registration No. 200601028376 (748132-A))  
Palm Springs Resort (MM2H) Sdn. Bhd. (Registration No. 199401022227 (307906-V))

(all referred herein as “the Tanco Group”, “us” or “we”) collect, store and handle personal information (as defined below) of individuals including but not limited to our members, property owners, purchasers and individuals keen to contract with us to inter alia, purchase/ rent/ use our properties/ products/ services in accordance with the Personal Data Protection Act 2010 (“PDPA”) and the laws of Malaysia.

Please read this Privacy Statement to understand how we use the personal information we may collect from you. By providing your Personal Information to us, you are consenting to this Privacy Statement and the collection, use, access, transfer, storage and processing of your personal information as described in this Privacy Statement.

We value your trust and are committed to protecting your personal information. To ensure that you can make informed decisions and feel confident about supplying your Personal Information to us via your memberships with us, usage of our websites, purchase/ rental and/ or usage of our properties, products and/or services, we provide you with this Privacy Statement outlining our practices and the choices you have concerning how your Personal Information is being collected and used by us.

## **What This Privacy Statement Explains**

This Privacy Statement explains:

What kind of personal information we collect  
How we collect your personal information  
How we use your personal information  
When we disclose your personal information  
When we transfer your personal information abroad  
Your right to access and correct your personal information

## **Personal Information**

This Privacy Statement explains:

Personal information refers to any information which relates directly or indirectly to you. This includes any information that can be used to distinguish, identify or contact you. For the purposes of this Privacy Statement, personal information encompasses sensitive personal information which relates to information relating to your health, political opinions, religious beliefs, financials, etc. For the avoidance of doubt, please note that this Privacy Statement is applicable only if you are a natural person / an individual.

## **Types Of Personal Information**

In order for us to provide you with our properties, products and/or services and to facilitate efficient and effective operations and administration, we would need to collect relevant personal information from you. Such personal information collected by us may include (but not limited to) the following:-

contact information such as your name, date of birth, identification supporting documents (including NRIC or passport number), gender, nationality and race, preferred language, current private and/or business address, telephone or mobile phone number, fax number, email address;

your credit card information and bank account details;

the status of the properties, products and/or services you have purchased from us or how you use the properties, products and/or service;

the sums which have been billed or sent to you and your payment record thereon;

your personal interests and preferences to help us tailor offerings of our Products and/or Services which would suit you best.

## **Collection Of Personal Information**

We may collect personal information directly from you:-

sourced from your existing membership records/ purchase/ ownership details already with us;

during your attendance at our events;

when you communicate with us (for example when you submit an application form to become our customer, or when you contact us for any enquiries including by calling our customer service);

when you register or subscribe for or purchase a specific Product and/or Service or our

publications (for example, newsletters);

when you use our network and other Products and/or Services of Tanco Group;

when you participate in any of our surveys;

when you enter into or participate in any competitions, contests or loyalty programmes run/organised by us;

when you register interest and/or request for information of (through our online portals or other available channels) or subscribe to/ purchase our Products and/or Services;

when you respond to any marketing materials we issue;

when you commence a business relationship with us (for example, as a service provider/business partner);

when you visit any of our offices;

when you visit or browse our websites;

when you lodge a complaint with us;

when you provide feedback to us (for example via our websites or in hard copy)

Other than personal information obtained from you directly (as detailed above), we may also obtain your personal information from third parties we deal with or are connected with you (credit reference agencies or financial institutions), and from such other sources where you have given your consent for the disclosure of information relating to you, and/or where otherwise lawfully permitted.

## **Use Of Personal Information**

We may collect and use personal information from you or from the category of third parties identified in this Privacy Statement, for one or more of the following purposes:-

to verify your identity;

to assess and process your application(s) /request(s) for our Products and/or Services;

to provide you with the Products and/or Services you have requested;

to administer and manage the Products and/or Services we provide you (including charging, billing, facilitating payments and collecting debts);

to prepare contracts with you;

to investigate and resolve any service issues, billing queries, complaints or other enquiries that you submit to us regarding our network, Products and Services with our customer relations teams;

to assess and/or verify credit worthiness;

to detect and prevent fraudulent activity;

to keep in contact with you and provide you with any information you have requested;

to engage in business transactions in respect of Products and/or Services to be offered and provided to you;

to establish and better manage any business relationship we may have with you;

to process any communications you send us (for example, answering any queries and dealing with any complaints and feedbacks);

to help us monitor and improve the performance of our administration, Products and Services, our customer relations teams and service providers and Websites and to make these more efficient;

to maintain and develop our business systems and infrastructure, including testing and upgrading of these systems;

to manage staff training and quality assurance;

to notify you about benefits and changes to the features of our Products and/or Services;

to determine how can we improve services to you;

to produce data, reports and statistics in a manner that does not identify you as an individual;

to investigate, respond to, or defend claims made against, or involving the Tanco Group;

to conduct marketing activities (for example, market research);

to maintain records required for security, claims or other legal purposes;

to comply with legal and regulatory requirements;

for any other purposes that is required or permitted by any law, regulations, guidelines and/or relevant regulatory authorities.

### **Disclosure of Personal Information**

We may be required or need to disclose information about you to the following third parties

law enforcement agencies;

Utilities companies;

Government agencies;

Municipal councils;

companies and/or organisations that act as our agents, contractors, service providers and/or professional advisers/ consultants;

companies and/or organisations that assist us in processing and/or otherwise fulfilling transactions per the Products and/or Services that you have requested or purchased from us;

our business associates and other parties for purposes that are related to the purpose of

collecting and using your personal information;

other parties in respect of whom you have given your express or implied consent

subject at all times to any laws (including regulations, guidelines and/or obligations) applicable to the Tanco Group.

## **Direct Marketing**

We may use your personal information to provide you with information about our and third party services and/or products, which may be of interest to or benefit you, except where otherwise requested or notified by you.

In certain instances, we may disclose your personal information to our preferred merchants and strategic partners. However, please note that we will only disclose your personal information to our merchants and strategic partners where you have subscribed/ purchased for particular Services or Products which require such disclosure, and/or where your consent has been obtained, subject at all times to any laws (including regulations, guidelines and/or obligations) applicable to the Tanco Group. We take reasonable steps to ensure that our agreements with our merchants and/or strategic partners include appropriate privacy and confidentiality obligations.

If you do not wish your personal information to be utilised for the purposes of marketing or should you change your mind in relation to your previous decision, please contact us via the contact details provided below. Your latest written instructions to us will prevail.

## **Consequences Of Incomplete Personal Information**

Where indicated (for example in registration/application forms), it is obligatory to provide your personal information to us to enable us to process your application for our Products and/or Services. Should you decline to provide such obligatory personal information, we may not be able to process your application or provide you with our Products and/or Services.

## **Rights To Access And Correct Personal Information**

We can assist you to access and correct your personal information held by us.

Where you wish to have access to your personal information in our possession, or where you are of the opinion that such personal information held by us is inaccurate, incomplete, misleading or where relevant, not up-to-date, you may make a request to us by contacting us via the contact details provided below. You should quote your name, identity no, address and phone/account number and provide brief details of the information you want a copy of in any such request. We shall charge a processing fee for searching for and providing you with access to your personal information to cover administration costs.

We will use reasonable efforts to comply with your request to access or correct your personal information within 21 days of receiving your request and the relevant processing fee.

Please note that we may have to withhold access to your personal information in certain situations, for example when we are unable to confirm your identity or where information requested for is of a confidential commercial nature or in the event we receive repeated requests for the same information. Nevertheless, we will notify you of the reasons for not being able to accede to your request.

### **Your Obligations**

You are responsible for providing accurate and complete information to us about yourself and any other person whose personal information you provide us and for updating this personal information as and when it becomes incorrect or out of date by contacting us via the contact details provided below. This obligation is a condition to the provision of our Products and/or Services to you and/or any other person authorised or permitted by you or your organisation/company to use the Products and/or Services.

In the event you may need to provide us with personal information relating to third parties (for example about your spouse or children or where you are the designated person in charge (from an organisation or company) for dealing with us, if you are acquiring and are responsible for a service and/or product that they will use, you confirm that you have (i) obtained their consent or otherwise entitled to provide their personal information to us and for us to use accordingly, and (ii) informed them to read this Privacy Statement.

### **Online Dealings**

Please be informed that this Privacy Statement applies solely to Tanco Group Websites and does not apply to any third party websites you may access from our websites. To determine how they deal with your Personal Information, you should ensure that you read their respective privacy policies.

## **Transfer Of Your Personal Information Outside Malaysia**

It may be necessary for us to transfer your personal information outside Malaysia if any of our service providers or strategic partners ("overseas entities") who are involved in providing part of a Tanco Group's Products and/or Services are located in countries outside Malaysia or if you use the Products and/or Services from a country other than Malaysia. You consent to us transferring your personal information outside Malaysia in these instances. We shall take reasonable steps to ensure that any such overseas entities are contractually bound not to use your personal information for any reason other than to provide the Products and/or Services they are contracted by us to provide and to adequately safeguard your personal information.

## **Updates To Our Privacy Statement**

We may amend this Privacy Statement from time to time and the updated version shall apply and super cede any and all previous versions, including but not limited to, leaflets or hard copy versions. Please check our website for information on our most up-to-date practices.

## **Our Contact Details**

Should you have any queries, concerns or complaints in relation to this Privacy Statement , kindly contact us during office hours (between 10:00am to 6:00pm, Mondays to Fridays) at the following contact points:

Designation: Data Privacy Officer

Telephone: 603-8070 8288

Fax No.: 603-8070 8299

E-mail: [pdpa@tancoholdings.com](mailto:pdpa@tancoholdings.com)

Address: No. 1, Jalan Bandar 1, Pusat Bandar Puchong,  
47160 Puchong, Selangor Darul Ehsan